



Department of Conservation  
Division of Recycling  
Certification Services Branch  
Recycler Inspections

*Recycler Copy*

# Recycler Inspections Training Manual

Inspection Authority 14CCR 2125  
(Revised January 2008)





# RECYCLING CENTER INSPECTIONS TRAINING MANUAL

## PREFACE

This training manual has been prepared by the Department of Conservation, Division of Recycling for operators of recycling centers that are certified participants of the California Beverage Container Recycling and Litter Reduction Act (*Act*).

A “recycling center” is defined in Public Resources Code (*PRC*), Division 12.1 Section 14520 of the *Act* as “... an operation which is certified by the department and which accepts from consumers, and pays or provides the refund value pursuant to Section 14572 for, empty beverage containers intended to be recycled.”

This manual is designed to assist operators of certified recycling centers in understanding the primary operating requirements of the *Act* and Title 14 of the California Code of Regulations (*14CCR or Regulations*). This manual is intended to act as a reference tool on how to apply inspection requirements to the day to day operations of a recycling center. **IT IS NOT INTENDED TO REPLACE THE ACT OR REGULATIONS.** References to the *Act* and *Regulations* are given throughout this manual. Please note that these may change with

each revision of the *Act* and/or *Regulations*. WHILE EFFORTS HAVE BEEN MADE TO ENSURE ACCURACY, ANY ERRORS OR OMISSIONS IN THE MANUAL DO NOT NEGATE THE RIGHTS AND DUTIES OF THE PROGRAM PARTICIPANTS AS DETAILED IN THE *ACT* OR *REGULATIONS*. IF THERE IS ANY INCONSISTENCIES BETWEEN THIS MANUAL AND THE *ACT* AND/OR *REGULATIONS*, THE MANUAL’S LANGUAGE WILL BE DEEMED VOID, AND THE *ACT* AND/OR *REGULATIONS*, WILL BE CONTROLLING. IT IS THE RECYCLER’S RESPONSIBILITY TO KNOW AND FOLLOW ALL *REGULATIONS*, INFORMATION, AND NOTICES SUPPLIED TO YOU BY THE DEPARTMENT TO ASSURE YOUR FULL COMPLIANCE.

This manual deals primarily with signage and inspection requirements. If you have any questions relating to the requirements contained in this *Recyclers Inspections Training Manual* or any other questions relating to the California Beverage Container Recycling Program, please contact **Bob DaRosa** at **(916) 323-3008**.



## REQUIRED SIGNAGE AT A STAFFED SITE

*When entering a recycling center the first thing Division of Recycling (DOR) inspectors will look for is the proper signage required by DOR. The required signage to be displayed is:*

### State of California Certification Sign

A 10 inch by 15 inch certification sign ***provided by the Division of Recycling (DOR)*** showing that this location has met all the requirements to become a state certified recycling center and may pay CRV for containers brought into the center by consumer's. If the recycling center needs a new sign, send a letter to the Certification Section at the Division of Recycling (DOR) stating the reason (*e.g. stolen, broke, etc.*) why you need a new sign and what happened to the old sign. (14CCR 2065 (a))

### OPEN signs

A minimum size of 2 feet by 2 feet (576 square inches). The sign shall contain, at a minimum, the word "OPEN" in lettering at least 10 inches in height. Where local zoning or ordinance restricts the size of the sign to less than two feet by two feet, the sign shall be the maximum size allowable. Where the physical location of the posted sign restricts the size of the sign, a sign varying from the specifications contained in this section may be posted if requested in writing and approved in writing by DOR. Send the letter to the Certification Section at DOR. (14CCR 2500 (b))

### Refund price sign

A minimum size of 2 feet by 2 feet (576 square inches). The refund price sign must indicate the prices paid by weight or per container and by material type (*i.e., aluminum, glass, all types of plastic and bimetal*). If a location is grandfathered, only the materials they are buying need to have prices posted. A smaller sign may be used if requested and approved by DOR. Send your requests to the Certification Section at DOR. (14CCR 2500 (e) (2))

### Deduction message

In addition to the price sign a deduction message must be included with the posted prices. A copy of the deduction message is in the regulations Section 2500, figure 9. (14CCR 2500 (e) (B))

### Hours of Operation

A legible sign indicating the hours of operation. Make sure the hours posted match the hours on the certification application. If the hours do not match, have the Recycling Center (RC) send a letter or fax within 10 days of the change to the Certification Section requesting a change of hours. You may also accept a change of hour's letter from the contact person at the time of the inspection. (14 CCR 2500 (e) (1))

**NOTE:** When sending a letter or fax to the Division of Recycling regarding signage or change of hours issues, please use the following address or fax number:

**Division of Recycling**  
**Attention: Certification Section**  
801 K Street, MS 15-59  
Sacramento, CA 95814  
FAX Number - 916-323-4907

## **REQUIRED SIGNAGE AT A REVERSE VENDING MACHINE (RVM)**

### **State of California Certification Sign**

A 6-inch by 6-inch certification sign decal provided by the Division of Recycling (DOR) showing this location has met all the requirements to become a state certified recycling center and may pay CRV for containers brought into the center by consumers. If additional decals are needed, write to the Certification Section at DOR. (14CCR 2065 (a))

### **Refund price sign**

A minimum size of 15 square inches with lettering of at least 3/8 inches in height indicating the prices paid by weight or per container for each material type accepted by that reverse vending machine. A smaller sign may be used if requested in writing and approved by DOR. Send your request to the Certification Section at DOR. (14CCR 2500 (f)(2))

### **Hours of operation**

A legible sign indicating the hours of operation.  
(14CCR 2500 (f) (1))

### **Odd-sized containers**

A sign must be posted which specifies the method approved by DOR for redeeming empty beverage containers which are odd-sized, made of materials other than aluminum, glass or plastic (*i.e.*, *bimetal*) or otherwise not accepted by the reverse vending machine or if the RVM is out of order. If in-store redemption is the alternative method, a sign which is at a minimum 120 square inches with lettering at least 1/2 inch in height shall be posted which specifies that containers will be redeemed at all open cash registers or the sign must designate exactly where redemption will occur. (14CCR 2500 (f)(3))

**NOTE:** When sending a letter or fax to the Division of Recycling regarding signage issues, please use the address or fax number above.

## WHAT INSPECTORS ARE LOOKING FOR AT STAFFED RECYCLING CENTERS

- 1) We will check the price sign to make sure that the recycling center is paying the minimum CRV as required by law and has the most recent prices posted.
- 2) We will check the hours of operation posted against the hours on the certification application.
- 3) We will check to make sure the recycling center is open a minimum thirty (30) hours per week with at least five (5) hours per week other than 9:00 a.m. to 5:00 p.m. on Monday through Friday.

**NOTE:** *If you are a rural recycler, there are no minimum hours you are required to be open, however, hours posted must agree with your certification application.*

- 4) • We will make sure recycling center attendants are transferring the recyclable containers from the consumers containers to another container (*i.e. take a container out of the barrel and look for CRV markings or grab a container off the conveyor belt*). The dumping of material from container to container is a regulatory requirement and will be enforced. (14CCR 2501 (a) (1))
  - We will make sure recycling center attendants are inspecting the containers to ensure the containers are CRV.
  - We will make sure recycling center attendants have the scale facing the consumer so they can see the weights.
  - We will make sure recycling center attendants counts containers if requested, up to 50 containers of each material type (*i.e., aluminum, glass, plastic [each resin type] or bimetal*).
  - We will make sure the attendant gives the consumer a weight ticket or voucher to receive payment, (*if required*).
  - We will make sure the attendants are paying the correct and current CRV.

## INSPECTION OF A REVERSE VENDING MACHINE SITE

- 1) Make sure the Reverse Vending Machine (RVM) has the required signage. (*See page 4*)
- 2) Make sure prices are current.

## **INSPECTION OF A REVERSE VENDING MACHINE SITE STAFFED SITE**

- 1) Make sure the Reverse Vending Machine (RVM) has the required signage. *(See page 4)*
- 2) Refer to Page 5 - Inspection of a Staffed Recycling Centers.

## **CHECKING LOGS AND RECEIPTS WHILE GETTING PAID AT STAFFED SITE**

- 1) Our inspector will check the logs and receipts to ensure they have the name, address, and RC number printed on them. Does the RC have receipts? Are the receipts pre-numbered?
- 2) Our inspector will check to make sure the logs and receipts are filled out completely.
  - a) Are all the weights filled in?
  - b) Is the basis for each material type filled in?
  - c) Have the previous customers printed their name or given the recycler a vehicle license plate number, California drivers license number or California ID number and signed their name(s) on each line that has a weight?
  - d) Are there any transactions over \$100.00 CRV on the logs or receipts? Did the attendant prepare a receipt for the transaction?
  - e) Are there any weights over the specified daily allowable weight limits? 500 lbs. AL. & PL., 2500 lbs. GL. *(14CCR2535(g))*
  - f) Let the recycler know that they are required to submit a log to DOR for any loads over 250 lbs on a weekly basis.
  - g) Is the current date on the log?
  - h) Is the correct RC number on the log?
  - i) Are logs filled in with pencil or pen? Logs must be in English and in permanent ink. Errors shall be voided only by using a single line through the error. Correction fluid, correction tape or erasures shall not be used for correcting errors on any documentation submitted to the Department. *(14CCR 2090 (c))*



## REJECTED CONTAINERS, OUT-OF-STATE CONTAINERS AND PREVIOUSLY BALED CONTAINERS

- 1) **Rejected containers** - Rejected containers are containers beverage manufacturers or beverage fill lines must dispose of due to damage, line breakage, or promotions that are over or any other number of reasons. Recycling centers may only pay scrap value for these containers because the distributor has not paid money into the fund. This is considered pre-consumer material. Money is not paid into the fund until after the container has been filled and ready for distribution to a distributor and sale to the consumer. (14CCR 2500 (d))
- 2) **Out-of-State containers** - Out-of-state containers are beverage containers that have been purchased outside the boundaries of California. These containers look like California containers and most have the proper CRV markings however they are ineligible for any CRV payment and must be purchased only as scrap (14CCR 2501 (b))

In order to accommodate tourists and out-of-state residents, who shop and purchase their beverages in California, recyclers may pay refund value to customers delivering a load of material in a vehicle with an out-of-state license plate, provided that person is not a noncertified recycler, and the total refund value does not exceed \$50.00 CRV.

If a vehicle has out-of-state license plates and is trying to sell large amounts of containers, it is an indication that there are probably out-of-state containers mixed with this load. Try to get a driver's license number and/or license plate number from the individual(s) trying to sell the containers and contact DOR. The attendant should inspect the material carefully.

- 3) **Previously baled containers** - Previously baled containers are containers that have been baled by a large baling machine and then broken apart to be resold. These containers can also come from densifying machines that make the smaller bales, about the size of a 12 pack of soda or beer. If there are pieces of baled material mixed into a load you may not pay CRV on any part of the load, even if previously baled material is separated into individual containers. You may not be reimbursed CRV for this material. If you have any questions, contact DOR immediately. Pursuant to 14CCR 2501 (b), a load of material shall be deemed not eligible for any refund value if any one of the following conditions exist:

- 1) There are pieces of broken, densified bales or biscuits of aluminum beverage containers within the load. This does not include cans, which have merely been flattened.
- 2) Pieces of bales of plastic are found in the load.

- 3) The motor vehicle, if any, used to deliver the load has a license plate from any foreign country, or any state other than California, unless all of the following conditions are met:
  - a) The person delivering the load is not a noncertified recycler, as defined at Section 14520.6 of the act; and
  - b) The total refund value of material delivered by any one person per day does not exceed fifty (50) dollars (\$50.00) CRV; and
  - c) The load is not ineligible pursuant to subsection 14CCR 2501 (b)(1), above.

This means that if you are found with **any amount** of previously baled material in your load of containers, the whole load of containers can be denied the CRV payment. **No exceptions.**

## EXITING THE RECYCLING CENTER

- 1) Explain that inspections are done on a random basis throughout the year, and each recycler should expect at least one inspection per year.
- 2) Explain when technical violations are found at a recycling center, the center will be cited for that violation. The first notification will be a “Notice of Noncompliance” which will identify which regulation was violated. At the time the noncompliance is noted, if the violation is other than a signage or price violation, the inspector will identify himself and explain the violation and what action must be taken to correct the violation. If the violation is a signage violation you will receive an explanation when you receive the Notice of Noncompliance in the mail. A revisit will be conducted to insure the violation has been corrected. If the violation has not been corrected, a “Notice of Violation” will be written, and a fine will be levied. Fines vary with each violation and number of violations received prior to this violation. Revisits will continue until your recycling center is in compliance.
- 3) Explain that this was an educational visit and the recycling center will not be cited for this visit. However we will return at a later date to do another inspection. If the recycling center is still not in compliance they will be cited. Revisits will continue until compliance is met.
- 4) Emphasize that we are here to help the operator, manager or attendant, but we also expect compliance.
- 5) Give your business card to the person you are meeting with. Explain to the person that they may call anytime they have questions or need assistance
- 6) Thank you and please extend my thanks to your staff.



**Department of Conservation  
Division of Recycling**



# **Rejected, previously baled and previously cancelled material**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Has the appearance of  
previously bunched  
aluminum cans**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Has the appearance of  
previously baled  
aluminum cans**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Has the appearance of  
previously baled  
aluminum cans**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Has the appearance of  
previously baled  
plastic bottles**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Shredded  
plastic bottles**





**Department of Conservation  
Division of Recycling**



# **Beverages included in the program**







**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Beer and malt beverages  
included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Carbonated soft drinks included in the program**





## Department of Conservation Division of Recycling

## Recycler Inspections Training Manual



**Carbonated water  
included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Sport drinks  
included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Noncarbonated water  
included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Noncarbonated water  
included in the program**









**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Tea drink  
included in the program**



Department of Conservation  
Division of Recycling

Recycler  
Inspections  
Training  
Manual



Coffee drink  
included in the program





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Noncarbonated soft drink  
included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Noncarbonated soft drink  
included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**100% fruit drink  
under 46 oz.  
included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Noncarbonated fruit drink  
not 100% fruit juice over 46 oz.  
included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**100% fruit drink  
under 46 oz.  
included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Vegetable juice  
16 oz. or less  
included in the program**





**Department of Conservation  
Division of Recycling**



**Beverages  
not included  
in the program**







**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Milk products  
not included  
in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Milk products  
not included  
in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Milk products  
not included  
in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**100% fruit juice  
46 oz. or more  
not included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**100% fruit juice  
46 oz. or more  
not included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**100% fruit juice in containers  
46 oz. or more  
not included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Wine  
not included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Distilled spirits  
not included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Drinkable yogurts  
not included in the program**



## Department of Conservation Division of Recycling

## Recycler Inspections Training Manual



**Medical food  
not included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Vegetable drink  
over 16 oz.  
not included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Vegetable juice  
over 16 oz.  
not included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Meal replacement drink  
not included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Meal replacement drink  
not included in the program**



**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Multi-material pouches  
not included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Concentrated  
not ready to drink  
not included in the program**





**Department of Conservation  
Division of Recycling**

**Recycler  
Inspections  
Training  
Manual**



**Plastic Containers  
not included  
in the program**



# Beverages subject to California Refund Value (CRV)

Noncarbonated  
Soft Drink

- **Beer and malt beverages...** *for example:* Budweiser, Coors, Corona, Heineken, Zima.
- **Wine coolers and distilled spirit coolers...** *for example:* Franzia Wine Coolers, Bartles & Jaymes Wine Coolers, Smirnoff Ice Spirit Coolers.
- **Carbonated fruit drinks...** *for example:* Martinelli's Sparkling Cider, Welch's Sparkling Grape.
- **Noncarbonated fruit drinks that contain any percentage of fruit juice...** *for example:* Hi-C, Margarita Mix, V8 Splash.
- **Carbonated water, including soda and carbonated mineral water...** *for example:* Crystal Geyser Sparkling Mineral Water, Arrowhead Sparkling Water (all flavors).
- **Coffee and tea beverages...** *for example:* Starbucks Frappuccino Coffee, Arizona Iced Tea (all flavors), Celestial Seasonings Tea (all flavors).
- **Noncarbonated water, including noncarbonated mineral water...** *for example:* Alhambra Distilled Water, Calistoga Mountain Spring Water, Evian.
- **Carbonated soft drinks...** *for example:* 7-Up, Coca-Cola, Mountain Dew, Pepsi, Sprite.
- **Noncarbonated Soft Drink...** *for example:* Kool Aid Bursts, SoBe Lizard Fuel, Yoohoo Chocolate Drink.
- **Vegetable Juice (16 oz and under only)...** *for example:* V8 Vegetable Juice, Hollywood Carrot Juice, Campbell's Tomato Juice.
- **"Sport" drinks...** *for example:* All Sport, Chiquita Sports Blast, Gatorade (all flavors).



**Excluded:** Milk, medical food, infant formula, wine,  
100% fruit juice in containers 46 ounces or more, vegetable juice above 16 oz.

For more information about recycling your beverage containers, visit the Department of Conservation at:

**[www.conservation.ca.gov](http://www.conservation.ca.gov)**  
or: **1-800-RECYCLE**

Si necesita información en español, llame al 1-800-RECYCLE



# Cuales envases son sujetos al Valor de Reembolso de California (CRV)

- **Cerveza y Bebidas De Malta...** *por ejemplo:* Budweiser, Coors, Corona, Heineken, Zima.
- **Vino y Licores Destilados...** *por ejemplo:* Franzia Wine Coolers, Bartles & Jaymes Wine Coolers, Smirnoff Ice Spirit Coolers.
- **Bebidas Gaseosas de Fruta...** *por ejemplo:* Martinelli's Sparkling Cider, Welch's Sparkling Grape.
- **Bebidas de Fruta Sin Gas Que Contengan Cualquier Porcentaje de Jugo de Fruta...** *por ejemplo:* Hi-C, Margarita Mix, V8 Splash.
- **Agua Gaseosa, incluyendo Soda y Agua Mineral...** *por ejemplo:* Crystal Geyser Sparkling Mineral Water, Arrowhead Sparkling Water (todos los sabores).
- **Bebidas de Té y Café...** *por ejemplo:* Starbucks Frappuccino Coffee, Arizona Iced Tea (all flavors), Celestial Seasonings Tea (todos los sabores).
- **Agua Sin Gas, incluyendo Agua Mineral...** *por ejemplo:* Alhambra Distilled Water, Calistoga Mountain Spring Water, Evian.
- **Refrescos Gaseosos...** *por ejemplo:* 7-Up, Coca-Cola, Mountain Dew, Pepsi, Sprite.
- **Refrescos Sin Gas...** *por ejemplo:* Kool Aid Bursts, SoBe Lizard Fuel, Yoohoo Chocolate Drink.
- **Jugo de Vegetales (16 onzas o menos)...** *por ejemplo:* V8 Vegetable Juice, Hollywood Carrot Juice, Campbell's Tomato Juice.
- **Bebidas Deportivas...** *por ejemplo:* All Sport, Chiquita Sports Blast, Gatorade (todos los sabores).



## Excluído

Leche (Milk), comida medicinal (medical food), formula de niños (infant formula), vino (wine), jugo de 100% fruta (100% fruit juice) en envases de 46 onzas o más, jugo de vegetales (vegetable juice) de más de 16 onzas.

Para más información, visite al Departamento de Conservación

**[www.conservation.ca.gov](http://www.conservation.ca.gov)**  
**1-800-RECYCLE**







## Department of Conservation Division of Recycling

## Recycler Inspections Training Manual

### Division of Recycling Website

[www.conservation.ca.gov/dor/Pages/Index.aspx](http://www.conservation.ca.gov/dor/Pages/Index.aspx)

---

### Certification Services Branch

#### *Certification/Training & Review Inspections*

#### *Complaints/Predatory Pricing*

916-323-3008

FAX 916-323-4907

---

### Audits and Investigation Branch

#### *Investigation Offices*

#### **Sacramento Office**

916-323-6048

FAX 916-324-5074

#### **Los Angeles Office**

310-342-6106

FAX 310-342-1242

#### **San Diego Office**

619-525-4311

FAX 619-525-4230

---

### *Field Offices*

#### **Sacramento Field Office**

916-327-2792

FAX 916-323-4574

#### **Los Angeles Field Office**

310-342-6100

FAX 310-342-6105

#### **San Diego Field Office**

619-525-4274

FAX 619-525-4270

---

### Industry Services

#### *Convenience Zones/Handling Fees/Beverage Distributors and Manufacturers*

916-322-4687

FAX 916-323-4574

---

### Statewide Technical Assistance & Resources Branch

#### *Regional Recycling Assistance*

916-322-0613

FAX 916-322-8758

---

### Fiscal Contractor

#### *IKON Business Information Services*

916-852-1010

FAX 916-638-0909

Intentionally left blank